

April 9, 2014

Commonwealth of Kentucky Department of Revenue
Division of Collections
ATTN: BECKY EDMONDSON
P.O. Box 491
Frankfort, KY 40602

Dear Becky,

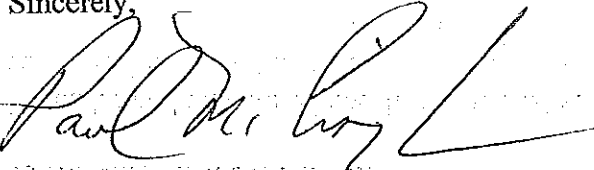
Per your request during our phone conversation yesterday, please accept this letter as a testimonial to your Representative, Sharla.

I had received a letter regarding an alleged tax issue from 14 years ago, with little or no substantiation. My initial reaction was that this might be a scam or identity theft issue. Somewhat perplexed, I called the phone number, fully anticipating a dreadful conversation and experience.

Instead, Sharla answered and from the first seconds through the completion of the conversation proved to be knowledgeable, professional, courteous, with outstanding listening skills accompanied by a refreshing sense of humor. My matter was resolved in a matter of minutes, but more importantly the manner of the resolution was much more impressive than the actual outcome.

Having been a Customer Service Executive for the likes of General Electric, it was always my experience that those on the front line like Sharla usually get mentioned to management when something has gone wrong. And, I will plead guilty to doing this myself. However, I also know when I come across a practitioner of outstanding customer service, and it is important that they be recognized as well. So it is my hope that you will utilize this letter to "catch someone (Sharla) doing something right." She is a true credit to your operation.

Sincerely,

A handwritten signature in black ink, appearing to read "Paul M. Ciszak", with a long, sweeping horizontal line extending to the right.

Paul M. Ciszak